

1. Q. Should [circuit] pricing be included in the RFP?
A. No, this is being handled internally.
2. Q. Is a physical copy required, or will electronic only submissions be sufficient?
A. Electronic only is fine.
3. Q. What is the City's [internet] speed?
A. >100Mbps on a nationwide ISP at each location.
4. Q. Can you provide details of connection type/speed per site?
A. The connections vary per site including, Point-to-Point wireless, Fiber, Remote VPN, etc. The City utilizes our current IP-PBX over all existing connection points. All speeds are >10 Mbps. We have no issues with VOIP on our current setup.
5. Q. Do all locations have PoE network availability with WAN connectivity?
A. Yes, The City will provide all handset cabling at Cat5E or greater, in addition to PoE switches.
6. Q. What count should be used for "...current user count..."?
A. Handset Count
7. Q. How many call queues are required?
A. There are currently three (3) call queues, but this may vary depending on PBX functionality. Three (3) is all that is requested to be proposed in the initial scope of the RFP
8. Q. Are skills-based routing or advanced call center features required?
A. No, we only require basic routing options (i.e., serial, round robin, LOFO, etc.) and agent reporting.
9. Q. What level of IVR integration does The City need?

A. The City only means voice based DTMF routing (i.e., Press or say one). No back-end IVR integrations will be made.

10. Q. Should the proposal include full A/V conferencing solutions, or integrate into existing infrastructure?

A. The City is looking to integrate into existing conference room televisions and projectors. We vision multiple ways this could be accomplished and recognize the responders are the experts in the field. The city in the RFP is looking for seamless, easy to use video conferencing methods that integrate with the PBX for our conference rooms. This could be video phones that have outputs to AV systems, or other systems.

11. Q. Is integration with third-party conferencing providers required?

A. No. The city currently uses a mixture of Teams, GoToMeeting, and Zoom; but none of these require integration with the new PBX. However, if possible, please indicate.

12. Q. How many conference hosts will initiate meetings?

A. Proposal should include a minimum of five (5) concurrent sessions with optional pricing per additional session.

13. Q. What is the maximum number of participants per conference?

A. Proposed system should support a minimum of twenty-five (25) meeting participants.

14. Q. Please provide details on existing video equipment in use.

A. The City does not currently have video conferencing equipment. See QA 10 above for conference room integration.

15. Q. Does The City have a VPN gateway for remote workers?

A. The City does not wish to utilize a VPN Gateway for remote telephony. Please provide your requirements for remote endpoints (soft phones, hard phones) in you rfp response.

16. Q. What is the count of full feature vs. limited feature phones?

A. We do not have a count at this time as this would be determined upon final feature set and responder features. Please list handset pricing based on full feature and provide optional pricing for limited feature devices.

17. Q. What type of Multi-Function Printers do you use?

A. Xerox.

18. Q. What is the current connection method of fax to MFP?

A. The City currently uses analog faxing over ATA's.

19. Q. What level of recording is required?

A. On demand per user/handset and one (1) line always recorded.

20. Q. Are phones required to have touchscreen?

A. No, this is preferred but not mandatory.

21. Q. Are phones required to have built-in Bluetooth?

A. No, this is preferred but not mandatory. If the Bluetooth is not built-in, but can be added via dongle, this should be specified and included in cost.

22. Q. Are call center agents centrally located?

A. Call Center Agents are located at different locations throughout the city. The proposed system should also support remote agents.

23. Q. Is paging integration a part of this RFP?

A. No.

24. Q. Is voicemail to email a required feature?

A. Yes, however transcription is not required.

25. Q. What is your E911 solution today?

A. Any proposed system must be compliant with all local, state, and federal laws at time of award.

26. Q. Can any part of this project be done remotely?

A. The City prefers the pbx be quoted for on-premises. If you cannot meet this requirements for any service, this must be stated in the RFP. The actual pre setup of the system and/or handsets setup off site is okay. However, the IT staff is limited in its troubleshooting when equipment is offsite. It will be highly unlikely the city would award this RFP to a Cloud based solution.

27. Q. Do you currently have a call accounting solution?

A. No.

28. Q. Is always on recording required for Call Center users?

A. No.

29. Q. Can you provide a total number of Call Center Agents?

A. There are <15 call center agents currently, but this is may vary based on the awarded PBX features.

30. Q. Is the current PBX rack or wall-mounted?

A. Rack. New PBX would prefer to be rack mounted as well, if requires a stand alone server instead of a hardened appliance, please provide specifications as the city would prefer in that case to purchase the hardware direct at its reduced rates.

31. Q. What are the total number of sites for handset deployment?

A. There are thirteen (13) sites.

32. Q. Does the project have to be complete by December 30, 2020 or just invoiced?

A. Project must be 100% complete by Dec 30,2020